

Appendix G1 – Levels of Service (LoS)

The table below is a summary of the self-lay performance metrics (SLPM) associated with Appendix C – Procedures. The application of each SLPM depends on each party providing the relevant minimum information as set out in Appendix E.

Level of Service Measure	Level of Service: Maximum Timescale	Notes	Redress Category 1 or 2
POC (Stage 1C) – Water Company – SLPM – S1/1 – Initial Application review	Within 5 calendar days confirm application form is complete	The SLA will reset each time the application is sent back to the SLP for incomplete information.	Category 1
POC (Stage 1C) – Water Company – SLPM – S1/2 – Review PoC proposal	Within 14 calendar days review PoC proposal and validate / propose PoC	Runs concurrently alongside SLPM 1/1.	Category 1
Design Self-Laid Main (Stage 2) – Water Company – SLPM - S2/1a – Review Design Application	Within 5 calendar days confirm application is complete	The SLA will reset each time the application is sent back to the SLP for incomplete information.	Category 1
Design Self-Laid Main (Stage 2) – Water Company – SLPM - S2/2a – Provide design	Within 28 or 42 calendar days depending on the complexity (<500 ‘non-complex’ or >500 ‘complex’) complete design of Self-Lay Works	Runs concurrently alongside SLPM 2/1a.	Category 1
Design Self-Laid Main (Stage 2) – Water Company – SLPM – S2/1b – Review design acceptance application	Within 5 calendar days confirm application is complete.	The SLA will reset each time the application is sent back to the SLP due to the application being deemed to be incomplete.	Category 1
Design Self-Laid Main (Stage 2) – Water Company – SLPM - S2/2b – Provide design acceptance	Within 14 or 21 calendar days depending on the complexity (<500 ‘non-complex’ or >500 ‘complex’) provide formal design acceptance	This is a start / stop “chess clock” metric and therefore the design acceptance will sit with the Water Company for no more than the number of days specified in the metric. Runs concurrently with SLPM – S2/2a.	Category 1

<p>Execute Water Adoption Agreement (Stage 3) – Water Company – SLPM – S3 – Review / revise Water Adoption Agreement</p>	<p>Issue the Water Adoption Agreement using the MWWA as a template within 7 calendar days of receiving the request or a revision to the scope of work in an earlier draft.</p>	<p>If all information is provided, then this measure runs concurrently with SLPM – S2 and the WAA can be issued alongside the formal design acceptance.</p>	<p>Category 2</p>
<p>Delivery Date (Stage 3 / 4) – Water Company – SLPM – S4/1 – Source of Water Delivery Date</p>	<p>Right day metric – agreed date when the Water Company will provide the Source of Water for testing purposes, contractually binding in the Water Adoption Agreement.</p>	<p>Water Company performance measured on a right day basis against the agreed date written into the Water Adoption Agreement.</p> <p>The interval between the receipt of a complete, signed Water Adoption Agreement and the Delivery Date is subject to a minimum of 28 days.</p> <p>If the valid signed Water Adoption Agreement is returned later than 28 days prior to the Delivery Date, then this will move the Delivery Date to 28 days after receipt of the signed Water Adoption Agreement.</p>	<p>Category 2</p>
<p>Construct Self-Laid Main (Stage 4) – Self Lay Provider – SLPM – S4/2 – Provide sample results and submit construction records</p>	<p>Within 1 Day of receipt of valid test results SLP must provide evidence of said bacteriological sample and pressure test pass.</p>	<p>If there is a delay in submitting the sample results this could render them invalid due to time limits imposed for water quality and public health purposes.</p>	<p>N/A</p>
<p>Connect Self-Laid Main – (Stage 5) – Water Company – SLPM – S5/1a – Review request and carry out Final Connection</p>	<p>Within 14 calendar days from receipt of all valid test results and paperwork complete the Final Connection.</p>	<p>*To be used when the SLP requests that the Water Company make the Final Connection. Water Company to reconfirm date with SLP. All information should be submitted at the same time:</p> <ul style="list-style-type: none"> • Valid pressure test result 	

		<ul style="list-style-type: none"> Valid bacteriological sample result As-laid drawing of mains to be connected Formal request for works to be carried out by the Water Company 	
<p>Connect Self-Laid Main – (Stage 5A) – Water Company – SLPM – S5/1b – Review application and agree date of Final Connection.</p>	<p>Within 5 calendar days review the application, test results, as-laid information and agree the connection date with SLP and issue authorisation.</p>	<p>*To be used when the SLP is to propose to make the Final Connection. Water Company to reconfirm date with SLP. All information should be submitted by the SLP at the same time, a minimum of 5 calendar days prior to the proposed connection date:</p> <ul style="list-style-type: none"> Valid pressure test result Valid bacteriological sample result As-laid drawing of mains to be connected CRMC paperwork as per WIRS accreditation 	N/A
<p>Connect Self-Laid Main (Stage 5) – Self Lay Provider – SLPM – S5/2 – Complete connection and provide required information to the Water Company</p>	<p>Within 1 working day of completing the Final Connection SLP to confirm that connection took place.</p>	<p>*To be used when the SLP is has made the Final Connection. Completed vesting certificate should be provided at this stage.</p>	N/A
<p>Vest Self-Laid Main (Stage 6) – Water Company – SLPM – S6/1 – Issue vesting certificate</p>	<p>Once each section of main(s) has successfully entered service, declare the Self-Laid Main vested. Vesting certificate should be issued within 5 Days of notification of the Final Connection being given.</p>		Category 2

<p>Make Service Connections (Stage 7 – Part 2) – Water Company – SLPM – S7/1 – Validate notification and provide consent to progress with connection</p>	<p>Issue consent, plot reference information, and costing details within 5 calendar days commencing on the day following written notification of connection call-off by the SLP.</p> <p>Process payment for admin fees.</p>	<p>Plot reference information and costings may be issued during Stage 3 as part of the Water Company Local Practice.</p>	<p>Category 1</p>
<p>Make Service Connections (Stage 7 – Part 2) – Self Lay Provider – SLPM – S7/2 – SLP to notify Water Company that the connection is made</p>	<p>The SLP to provide this information to the water company within 1 working day of completing the connection for non-household and 5 calendar days for household.</p>	<p>If the SLP is fitting the meters, then they must provide meter details at the same time as notifying the Water Company of the Service Pipe connection.</p>	<p>N/A</p>
<p>Make Service Connections (Stage 7 – Part 2) – Water Company – SLPM – S7/3 – Install ‘screw in’ meter and record details</p>	<p>If requested, Water Company technician visits site to fit meter and records meter details. The SLA for this metric should be defined by those companies which offer this service.</p>	<p>All companies offering a screw-in meter fitting service must measure their performance using this metric.</p>	<p>Category 1</p>

Appendix G2 –Reporting Requirements

Process/Document Name	Description	Location of Publication	Frequency of Publication
Water Sector Guidance and MWAA	Most recent versions with indications of changes from previous versions	Water UK or a central website	As needed
Delivery Options	Water Company to publish their connection options process so the Customer can make an informed choice about who they could get to provide the new connections services they require, for example where they need to use the local Water Company and where they can use an alternative provider.	Water Company website	Minimum annually
Annual Contestability Summary (ACS)	Document outlining services and/or works that can be provided either by the relevant Water or Sewerage Company or by an alternative provider.	Template version on Water UK or a central website – Water Company's individual versions on their website	Minimum annually
Levels of Service	A set of metrics produced to measure Water Company and Customer service levels.	Water UK or a central website	Minimum quarterly
Local Practices	Where a Water Company wishes to rely on a Local Practice permitted by the WSG	Water Company website	Annually
Local Practices	Annual report setting out any agreed deviations from the Water Sector Guidance or the Model Water Adoption Agreement, for the preceding twelve month period (from 1 April – 31 March). The annual report must, as a minimum, include details of the number of deviation agreements entered into under paragraphs 5.1.2 and 5.2.2 of the Code; the nature and categories of deviations agreed; and any other detail as may be specified by Ofwat from time to time.	Water Company website	Minimum annually
Procedures	Process flowcharts (Stages 1 – 7) for mains and services	Water Company website	Minimum annually
Minimum Information Form (model form)	The minimum information requirements of each party at each stage of each procedure, and which may include template forms if necessary.	Water Company website	Minimum annually

Company Design and Construction Specification (DCS)	A document produced at least annually and based on the industry model DCS showing the areas where the individual water company's design principles, permissible materials, construction standards etc. vary from that model	Water Company website	Minimum annually
Complaints process	All Water Companies will publish complaints process information	Water Company website	Minimum Annually
Named Contact information details	Company email addresses or phone numbers to allow questions to be raised	Water Company website	As required